

Notice of Consumer Rights

You have these rights under state law:

- * To be treated with respect, dignity and privacy;
- * To develop a plan of care and services that meets your unique needs;
- * To the services of a certified language or sign language interpreter and written materials and alternate format to accommodate disability consistent with Title VI of the Civil Rights Act. Access to these services from any of the PIHP provider network is free of charge;
- * To use any hospital or other settings for emergency care;
- * To refuse any proposed treatment, consistent with chapter 71.05 and 71.34 RCW and to the extent permitted by law;
- * To receive care which does not discriminate against you and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation;
- * To be free of any sexual exploitation or harassment;
- * To review your clinical record and be given an opportunity to make amendments or corrections;
- * To receive an explanation of all medicines prescribed, including expected effects and possible side effects;
- * To confidentiality, consistent with state and federal regulations;
- * To be informed if the provider engages in research or educational projects affecting treatment and to be able to refuse to participate;
- * To make an advance directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions;
- * To appeal any denial, termination, suspension, or reduction of services and to continue to receive services at least until your appeal is heard by a fair hearing judge;
- * To receive all services which are medically necessary to meet your care needs;
- * To a second opinion from a provider within the Regional Support Network about what services are medically necessary;
- * To be free from any restraint or seclusion used as a means of coercion, discipline, convenience or retaliation;
- * To know who is responsible for authorizing and performing treatment and the professional status of those providing services;
- * To lodge a complaint with the Ombudsman, Regional Support Network, or provider if you believe your rights have been violated. If you lodge a complaint or grievance, you will not lose service, suffer discrimination or be mistreated. The

Ombudsman may, at your request, assist you in filing a grievance. The Clark County Mental Health Ombudsman telephone number is (360) 397-6465; toll free number is 1-877-397-6465.

Out of Area Emergencies

We understand that you may travel or visit other parts of the country. In those instances, Clark County will cover only emergency psychiatric services. Anytime you receive emergency psychiatric services out of Clark County, the person or hospital providing the emergency services should contact Clark County RSN at 800-410-1910 as soon as possible to discuss your circumstances and service needs.

Non-Covered Services

Clark County RSN staff continually work with experts to assure that the highest clinical standards are followed in providing your mental health services. These services are those which research supports as being the best to take care of your specific mental health needs.

Unauthorized Care

Clark County RSN will not be responsible for any public mental health services that are not authorized.

**This brochure is available in
alternate formats upon request**



Clark County Regional Support Network



Prepaid Mental Health Plan

Clark County
Regional Support Network
Department of Community Services
1610 "C" Street, Suite 201
Vancouver, Washington 98663
(360) 397-2130
(360) 397-2490 Fax
(360) 397-6065 TTY

Clark County Regional Support Network (RSN) coordinates public mental health services through a Prepaid Inpatient Health Plan (PIHP). The PIHP covers both inpatient and outpatient mental health services. Those services are provided by local community agencies. This allows you to select a provider who best meets your individual needs. This service network provides your mental health coverage.

What Services Are Covered?

The community agencies you select from our list of providers may provide you with, or refer you for, one or more of the following services based on your specific needs:

1. Emergency/Crisis Intervention
2. Assessment and Evaluation
3. Case Management
4. Family Counseling
5. Individual Therapy
6. Group Therapy
7. Medication Management
8. Hospital Diversion Services
9. Inpatient Treatment
10. Mental Health Services in Residential Settings
11. Respite Services
12. Peer Support
13. Supported Employment*
14. Community Training
15. Language Interpretive Services

*Not provided to those who are on the waiting list at the Division of Vocational Rehabilitation (DVR).

If the community agency you select does not provide a specific service you need, you may be referred to another agency that does provide the service. The community agencies have staff that specialize in working with children, minority and ethnic populations, older adults, as well as individuals with special needs.

How Do You Get the Services You Need?

If you need mental health services and want to see a therapist or case manager, you may:

- Call the community agency of your choice.
- Call the toll-free number at Clark County RSN to receive a referral to one of the agencies. The Care Management staff can help determine which agency provides the best service for your specific needs. The telephone numbers are 360-397-2500 or 800-410-1910.

Your initial appointment with one of the mental health agencies will help identify your mental health service needs and begin to develop specific goals and types of services that would be most beneficial. This process could result in referrals to other agencies in the community to address additional service needs.

Who Is Eligible?

The PIHP is available to all Medicaid recipients who require mental health services.

What Is the Cost of Services?

If you have Medicaid, there is no charge to you for the services you receive.

Who Do You Call With A Problem?

Each agency has a Customer Service Representative who can assist you if you have a question, concern, complaint or grievance about the service you have received.

The Clark County Mental Health Ombudsman 360-397-6465 or toll free at 877-397-6465 can also assist you with any problems. They can also provide you with information about your rights, how to file a complaint or grievance, and other resources available to you.

You may file a complaint or grievance with Clark County RSN. Call 360-397-2130 and ask for the Quality Manager.

Clark County Crisis Line:

If you are a Medicaid eligible consumer call:
800-626-8137

If you are **NOT** a Medicaid eligible consumer call:
360-696-9560
TTY 360-696-1925

Clark County Regional Support Network:
360-397-2130/360-397-6065 TDD

Participating Providers:

Children/Families:

Catholic Community Services – 360-567-2211
Children's Center – 360-699-2244;
360-699-1900 TDD
Children's Home Society of Washington –
360-695-1325
Columbia River Mental Health Services –
360-993-3000; 360-993-3001 TDD
Family Solutions – 360-695-0115

Adult:

Columbia River Mental Health Services –
360-993-3000; 360-993-3001 TDD
Mental Health Northwest – 360-906-8336
Southwest WA Medical Center/ADAPT–
360-696-5300

Support:

Consumer Voices are Born (CVAB) –
360-695-5012
NAMI Clark County – 360-695-2823

Hospital:

Southwest WA Medical Center Emergency Department –
360-514-2064